Mitel 6700i and 9000i Series SIP Phones

RN-001037-03 REV21

3.3.1 SERVICE PACK 4 HOT FIX 1 RELEASE NOTES

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Mitel 6700i and 9000i Series SIP Phones 3.3.1 SP4 HF1 Release Notes

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ABOUT THIS DOCUMENT

This document provides details on new features and/or issues resolved for the Mitel 6700i series (6730i, 6731i, 6735i, 6737i, 6739i, 6753i, 6755i, and 6757i) and the 9000i series (9143i and 9480i) SIP phones for Release 3.3.1 Service Pack (SP) 4 Hot Fix (HF) 1.

Note: This release applies to the phone models mentioned above only.

For more detailed information about features associated with each phone, and for information on how to use the phones, see your model-specific *SIP Phone Installation Guide* and the *SIP Phone User Guide.* For detailed information about more advanced features, see the *Mitel SIP Phones Administrator Guide* and/or the *Development Guide XML API For Mitel SIP Phones.*

RELEASE NOTES TOPICS

Topics in these release notes include:

- General Information
- Issues Resolved in Release 3.3.1 SP4 HF1
- Contacting Mitel Support

GENERAL INFORMATION

RELEASE CONTENT INFORMATION

This document provides release content information on the Mitel 6700i and 9000i series SIP phone firmware.

MODEL	RELEASE NAME	RELEASE VERSION	RELEASE FILENAME	RELEASE DATE
6730i	Generic SIP	3.3.1 SP4 HF1	FC-001319-02-REV18	November 2014
6731i	Generic SIP	3.3.1 SP4 HF1	FC-001318-02-REV18	November 2014
6735i	Generic SIP	3.3.1 SP4 HF1	FC-001362-01-REV08	November 2014
6737i	Generic SIP	3.3.1 SP4 HF1	FC-001363-01-REV08	November 2014
6739i	Generic SIP	3.3.1 SP4 HF1	FC-001317-02-REV18	November 2014
6753i	Generic SIP	3.3.1 SP4 HF1	FC-001321-02-REV18	November 2014
6755i	Generic SIP	3.3.1 SP4 HF1	FC-001322-02-REV18	November 2014
6757i	Generic SIP	3.3.1 SP4 HF1	FC-001323-02-REV18	November 2014
9143i	Generic SIP	3.3.1 SP4 HF1	FC-001325-02-REV18	November 2014
9480i	Generic SIP	3.3.1 SP4 HF1	FC-001326-02-REV18	November 2014

HARDWARE SUPPORTED

This release of firmware is compatible with the following Mitel SIP portfolio products:

6700I MODELS	9000I MODELS
6730i	9143i
6731i	9480i
6735i	
6737i	
6739i	
6753i	
6755i	
6757i	

BOOTLOADER REQUIREMENTS

This release of firmware is compatible with the following Mitel SIP portfolio product bootloader versions:

6700I MODELS	9000I MODELS
6730i: Bootloader 2.4.0.80 or higher	9143i: Bootloader 2.2.0.166 or higher
6731i: Bootloader 2.4.0.80 or higher	9480i: Bootloader 2.2.0.166 or higher
6735i: Boot2 1.0.0.0 or higher	
6737i: Boot2 1.0.0.0 or higher	
6739i: Bootloader 3.0.0.167 or higher	
6753i: Bootloader 2.0.1.1055 or higher	
6755i: Bootloader 2.0.1.1055 or higher	
6757i: Bootloader 2.0.1.1055 or higher	

ISSUES RESOLVED IN RELEASE 3.3.1 SP4 HF1

This section describes the issues resolved on the SIP phones in Release 3.3.1 SP4 HF1.

The following table provides the issue number and a brief description of each fix:

Note: Unless specifically indicated, the resolved issues below apply to the all the SIP phones.

ISSUE NUMBER	DESCRIPTION OF FIX
Configuration	
ENH38291/CLN38665	6735i and 6737i: The "rtcp enabled" parameter has been introduced in Release 3.3.1 SP4 HF1 allowing Administrators the ability to manually enable or disable RTCP. Defining the parameter as "0" disables the feature, while "1" enables the feature. RTCP is enabled (i.e. "1") by default.
ENH39017/CLN39034	6735i and 6737i: An enhancement has been implemented in Release 3.3.1 SP4 HF1 whereby the phones now download the 802.1x TLS certificates before rebooting when the firmware upgrade process is initiated. This helps to mitigate any 802.1x TLS authentication issues that may occur when upgrading.
DEF31767	6739i: With the "far end disconnect timer" parameter defined, an intermittent issue was observed whereby the indication of a terminated call and the corresponding busy tone would incorrectly be displayed/played continuously after a call transfer or when leaving a conference call. This issue has been resolved.
DEF24354	6739i: With the loose number matching feature enabled on the phone, the phone did not omit the prefix of the caller ID in the picture ID filename when looking for and downloading the corresponding picture ID. This issue has been fixed.
DEF24874	6739i: When using the FTP protocol, during a reboot, the phone would unexpectedly send a file download request to the respective FTP server without a defined filename. This issue has been corrected.
DEF28205/DEF35696/ CLN38049/CLN38737	6735i and 6737i: An issue was observed whereby users were unable to change the HTTPs Client Method from SSL v3 to TLS 1.0. This issue has been corrected.
DEF35674	6739i: An issue was observed whereby the phone would not download the respective files (e.g. CA.crt, language files, directory files, etc...) when the download protocol was changed to HTTPs. This issue has been resolved.
DEF36456/CLN38740	6739i: An issue was observed whereby the phone rebooted during a check-sync even if no changes to the applicable files were detected. This issue has been resolved.
DEF37437	6739i: After a factory default, the ring tones for Line 2 and Line 3 were defaulted to Tone 2. This issue has been fixed.
DEF37913	6731i: An issue was observed whereby the phone would not download the 802.1x certificates until after a reboot if the configuration files contained a parameter that caused a reboot (e.g. lldp: 0). This issue has been corrected and the phone now downloads the 802.1x certificates before the reboot in such scenarios.

ISSUE NUMBER	DESCRIPTION OF FIX
DEF38130/DEF38131/ CLN38153/CLN38154	Various issues were resolved with regards to the Web UI lock feature (i.e. the feature whereby after multiple failed attempts to access the phone's Web UI, the Web UI access page will be locked for a specified period of time).
DEF38789	6739i: When utilizing the active VoIP recording feature, if the "sip services transport protocol" parameter was defined as "-1" the phone would not listen on the recording port as expected. This issue has been fixed.
DEF38953	6739i: 802.1x EAP TLS authentication was not functioning as expected in certain 3.3.1 SP4 firmware builds. This issue has been resolved.
SIP	
ENH36589	6757i: Various improvements have been made in Release 3.3.1 SP4 HF1 to the RCTP-XR reporting feature.
ENH37408/CLN38078	6739i: During an attended transfer on an SCA line, a second SCA line was incorrectly being utilized for the call to the transfer target. This issue has been corrected.
ENH38260/CLN38655	6735i and 6737i: An enhancement has been implemented in Release 3.3.1 SP4 HF1 whereby the phones now submit DTMF end packets three times for redundancy purposes.
DEF29755/CLN38832	6735i and 6737i: An issue was observed whereby the phones were not sending the appropriate IGMP messages to subscribe to a configured multicast group. Due to this, the phones were unable to receive multicast paging calls when connected to switches with IGMP snooping enabled. This issue has been fixed.
DEF33219	6757i: A stability issue was observed when a phone configured to handle only SRTP calls was the first leg of a conference call and conference participant with SRTP preferred mode configured was dropped. This issue has been resolved.
DEF36504/CLN37399	6739i: When utilizing the g722 codec it was observed that the R Factor, Ext R Factor, MQSLQ, and MOSCQ values were not being recorded accurately in the RTCP summary reports. This issue has been fixed.
DEF36995/CLN38787	6735i and 6737i: When using the phones with the Metaswitch call manager, an issue was observed whereby UDP was unexpectedly being used instead of TLS in certain configurations. This issue has been fixed.
DEF37358	6739i: After receiving a SIP/XML NOTIFY, if a DTMF key was pressed, the phone would unexpectedly continue to send DTMF events even after the key was released. This issue has been resolved.
DEF37643/DEF39002/ CLN38983	6735i and 6737i: Various issues with regards to the active VoIP recording feature when TLS and SRTP was enabled on the phone have been fixed in Release 3.3.1 SP4 HF1.
DEF38132/CLN38829	6735i and 6737i: An issue was observed whereby the phone would send RTP packets with an incorrect DSCP value after a call was placed on hold and then resumed. This issue has been resolved.
DEF38252	6731i: An issue was observed whereby the URI value in the INVITE request was not using the target URI from the NOTIFY message causing issues with the directed call pickup feature. This issue has been corrected.

ISSUE NUMBER	DESCRIPTION OF FIX
DEF38624	6757i: In certain scenarios, when attempting to retrieve a parked call while a secondary call was on hold, the phone incorrectly called the park orbit extension instead of retrieving the parked call. This issue has been fixed.
User Interface	
ENH19762	6739i: In Release 3.3.1 SP4 HF1, when selecting a ring tone on the 6739i SIP phone, the phone now plays the selected ring tone back to the user.
DEF22888	6757i: Holding the up or down navigation keys in some menu lists did not automatically scroll up/down through the list as was expected. This issue has been corrected.
DEF30715	6739i: UI scroll issues observed with lists containing more than four entries on the 6739i SIP phone have been fixed in Release 3.3.1 SP4 HF1.
DEF32098/DEF36705	6757i: In certain scenarios, pressing the "More" softkey unexpectedly triggered the speed dial definition menu. This issue has been fixed.
DEF36427/CLN38739	6735i and 6737i: Call-handling context-sensitive softkeys (e.g. Drop, Conf, Xfer, etc...) did not appear on screen as was expected when calls were parked using a BLF softkey and then immediately picked up using the same softkey on the same phone. This issue has been resolved.
DEF37518	6731i: An string mapping issue cause a translated string to be incorrectly displayed on screen. This issue has been corrected.
DEF37733	6739i and 6757i: Quickly toggling the hookswitch from off hook to on hook multiple times caused the phone to be in an off-hook state when the handset was physically on hook. This issue has been fixed.
DEF37735	6739i: When using the HTTPS digest feature, an issue was observed whereby the phone would not load a specified background image if the image was located in the digest protected area of the HTTP server. This issue has been corrected.
DEF38106	If an outgoing call made using an SCA-configured line was returned as busy, the phone did not play a busy tone and did not display any visual indication of the remote phone being busy. This issue has been resolved.
DEF38371	6737i and M675i: When using a certain firmware build, the third M675i expansion module was not being detected when three expansion M675i expansion modules were attached to the 6737i SIP phone. This issue has been corrected.
DEF38380	With BLF/List keys configured and the ring splash feature enabled, adjusting the ringer volume of the phone would unexpectedly stop BLF/List keys from displaying the ringing state. This issue has been fixed.
DEF38601	6735i and 6737i: An issue was observed whereby the phones were displaying the IP addresses of blocked caller IDs on screen. This issue has been resolved and the phones now correctly display "Unavailable" in such scenarios.
DEF38659	6735i and 6737i: UI issues were observed on screen when the phone received an auto answer INVITE containing an unrecognized SIP header. These issues have been fixed.
DEF39004	6731i: When participating in an active recorded call with TLS and SRTP enabled, the recording icon was observed to be in the same on-screen position as the SRTP lock icon. This issue has been corrected.

ISSUE NUMBER	DESCRIPTION OF FIX
Audio	
DEF32368/CLN38736	6735i and 6737i: When using the Headset/Speaker audio mode and utilizing a headset, pressing any digit key during an established incoming call caused headset audio issues. These issues have been fixed.
DEF33543/CLN38729	6735i and 6737i: With SRTP enabled, a one-way audio issue was observed when a Re-INVITE (with a PAI header) was sent after a transfer. This issue has been corrected.
DEF37576/CLN38290	6735i and 6737i: When using the phones with the Mitel 400 and MiVoice MX-ONE call managers, an issue was observed whereby one-way audio would occur when an SRTP-enabled phone established a conference call. This issue has been resolved.
DEF37871	6739i: The acoustic shock protection feature for the 6739i SIP phone has been enabled by default in Release 3.3.1 SP4 HF1.
DEF38348	6757i: When a speed dial key defined with pauses and DTMF tones was pressed, if the call was answered and then the handset was placed back on hook before the DTMF tones were played, the tones could be heard through the phone's speaker. This issue has been fixed.
DEF38805	6735i and 6737i: When a call was fielded using the handset and then terminated by the remote party, if the user placed an outgoing call while the handset was still off hook, the phone would incorrectly switch to speakerphone audio mode. This issue has been corrected.
DEF38882/CLN38943	6735i and 6737i: When using the phones with the Mitel 400 call manager, an issue was observed whereby one-way audio would occur on a call after a period of time if TLS and SRTP were enabled. This issue has been fixed.
XML	
DEF38121	Issues were observed whereby the phone was not submitting the correct XML LineState values and some XML event submissions were being missed in certain scenarios. This issue has been corrected.
DEF38516	The configuration parameter "xml get timeout" was not functioning as expected. This issue has been corrected and the parameter is now fully functional.
DEF39053	6739i: A intermittent stability issue was observed in certain AastraIPPhoneTextMenu screens when users pressed the page up arrow to scroll through a list of items. This issue has been resolved.

CONTACTING MITEL SUPPORT

If you have read this release note, and consulted the Troubleshooting section of your phone model's manual and still have problems, please contact Mitel Support via one of these methods:

North America

- Toll Free 1-800-574-1611
- Direct +1-469-365-3639
- Online at http://www.mitel.com/content/mitel-technical-support

Outside North America

Please contact your regional Mitel Technical Support.

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